

RxWeb – EPS R2

User Manual

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1. Group Administrator Interface

The Group Administrator Interface is designed to let the pharmacy owner manage their RxWeb branches and User accounts.

It is a requirement of EPS R2 that each user has their own NHS SmartCard which is linked to their User account.

The Group Administrator interface can be used for:

- Creating Users
- Editing User details
- Assigning SmartCards to Users
- Creating Roles
- Editing Roles

For the purpose of this guide we are going to focus on **Creating Users** and **Assigning SmartCards to Users**.

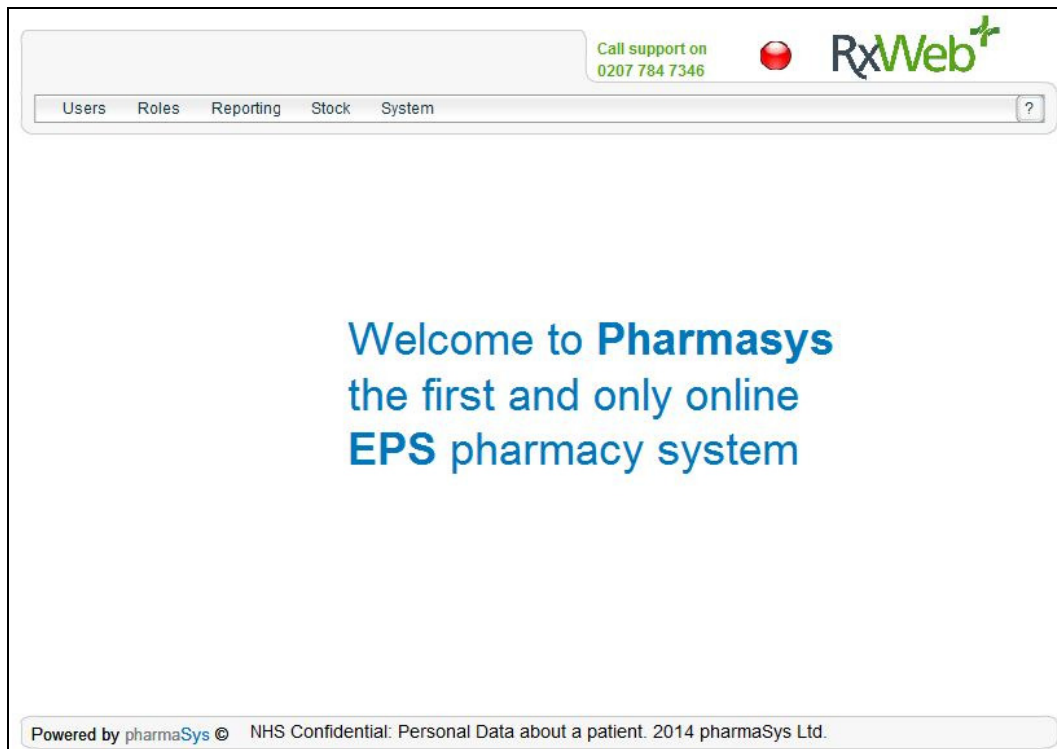
To log into the Group Administrator interface you will need a username and password (this will be provided by Helix Health).

You log in via the regular RxWeb login screen.



The login screen features the RxWeb logo at the top, with 'Powered by pharmaSys' underneath. Below the logo is a login form with two input fields: 'Username' and 'Password'. To the right of the password field is a small yellow padlock icon. At the bottom of the form are three buttons: 'Forgot Password', 'Cancel', and 'Log In'. Below the form, there is a warning message: 'Computer Misuse Act 1990' followed by 'Unauthorised access to this system is an offence' and 'pharmaSys support 0207 784 7346'.

You will then see the Group Administrator interface.



The interface has a top navigation bar with a search field and a 'Call support on 0207 784 7346' button. Below the navigation bar are tabs for 'Users', 'Roles', 'Reporting', 'Stock', and 'System'. The main content area displays a welcome message: 'Welcome to **Pharmasys** the first and only online **EPS** pharmacy system'. At the bottom, there is a footer with the text: 'Powered by pharmaSys © NHS Confidential: Personal Data about a patient. 2014 pharmaSys Ltd.'

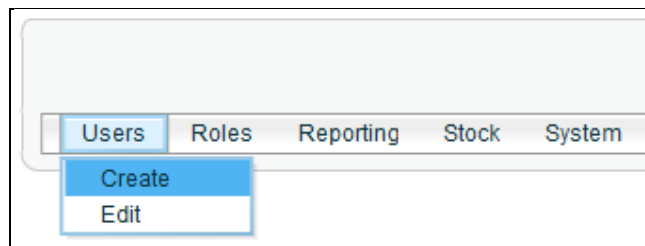
2. Creating a new User

This section covers the creation of new User accounts for your RxWeb branch.

Creating a new User is a two step process:

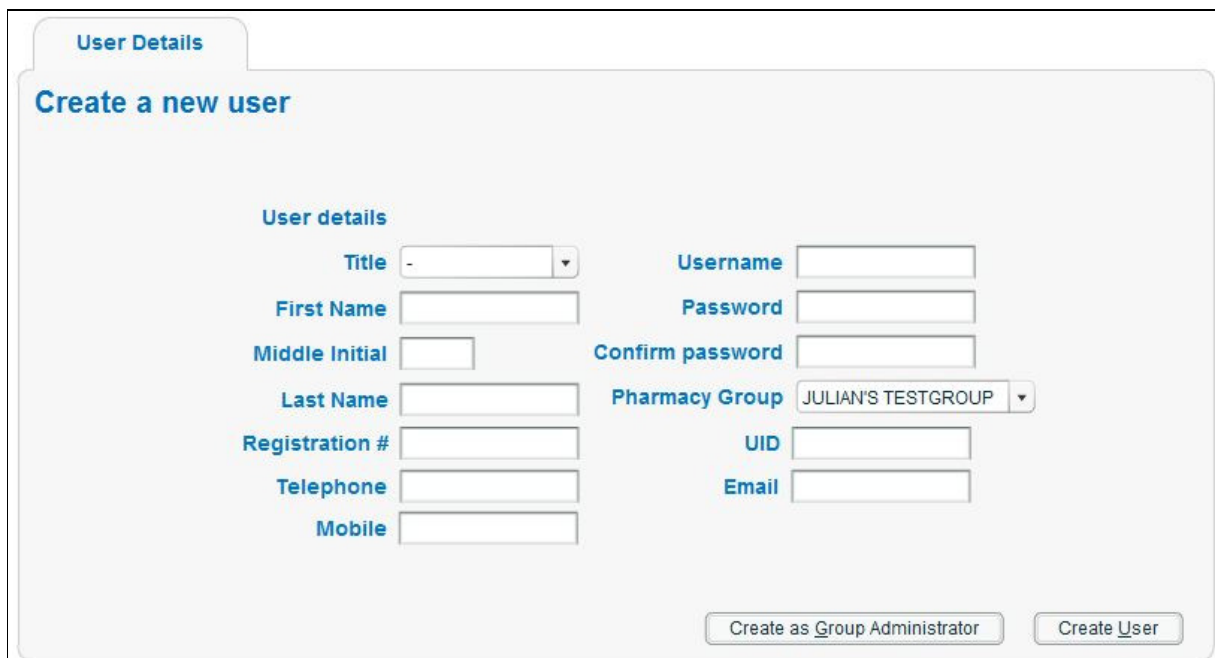
- Creating the User
- Assigning Roles to the User

To create a new User, click on **Users** in the menu bar at the top of the screen and then click **Create**.



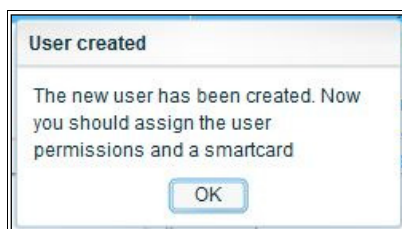
Fill in the details of the new user that you are setting up.

If the user is a pharmacist, enter their Registration number in the **Registration #** field.
If they are not a pharmacist, just leave it blank.

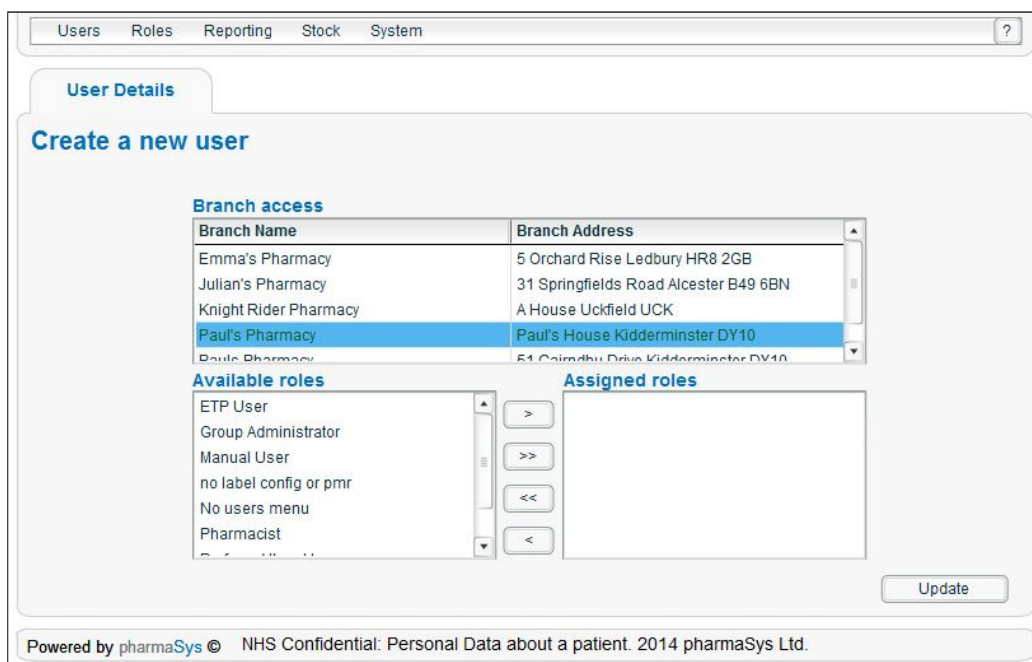
A screenshot of a web application's 'Create a new user' form. The form is titled 'Create a new user' in blue. It has a tab labeled 'User Details'. The form contains two columns of input fields. The left column has: 'Title' (a dropdown menu with '-' selected), 'First Name' (text input), 'Middle Initial' (text input), 'Last Name' (text input), 'Registration #' (text input), 'Telephone' (text input), and 'Mobile' (text input). The right column has: 'Username' (text input), 'Password' (text input), 'Confirm password' (text input), 'Pharmacy Group' (a dropdown menu with 'JULIAN'S TESTGROUP' selected), 'UID' (text input), and 'Email' (text input). At the bottom right, there are two buttons: 'Create as Group Administrator' and 'Create User'.

Click on the **Create User** button in the bottom right-hand corner when complete.

You will then be prompted by the system that the user has been created and permissions now need to be assigned.



Click the **OK** button on the message.

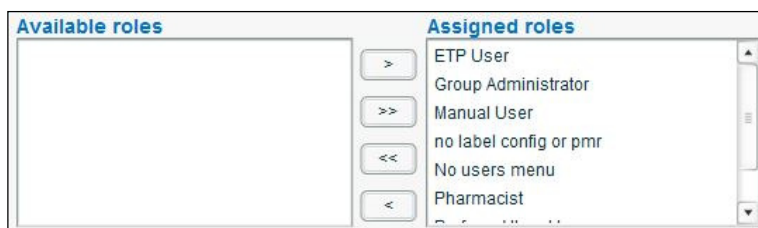
A screenshot of the "User Details" form in a software application. The form has a tabbed interface with "Users", "Roles", "Reporting", "Stock", and "System" tabs. The "Users" tab is active, showing a "Create a new user" section. Below this, there are two main sections: "Branch access" and "Available roles". The "Branch access" section contains a table with two columns: "Branch Name" and "Branch Address". The table lists several pharmacies, with "Paul's Pharmacy" selected. The "Available roles" section contains a list of roles: "ETP User", "Group Administrator", "Manual User", "no label config or pmr", "No users menu", and "Pharmacist". To the right of this list are four buttons: ">", ">>", "<<", and "<". The "Assigned roles" section is empty. At the bottom right of the form is an "Update" button. At the very bottom of the window, there is a footer that reads "Powered by pharmaSys © NHS Confidential: Personal Data about a patient. 2014 pharmaSys Ltd."

From the list of branches, select the pharmacy you wish to assign the user to.

If you are an independent pharmacy, there will only be one branch available.

If you are part of a group, you may see a number of branches to choose from (as above).

Next, click on the >> button to assign the available roles to the new user.

A close-up of the role assignment section of the form. It shows the "Available roles" list on the left, which is currently empty. In the center are four buttons: ">", ">>", "<<", and "<". The "Assigned roles" list on the right contains the following roles: "ETP User", "Group Administrator", "Manual User", "no label config or pmr", "No users menu", and "Pharmacist".

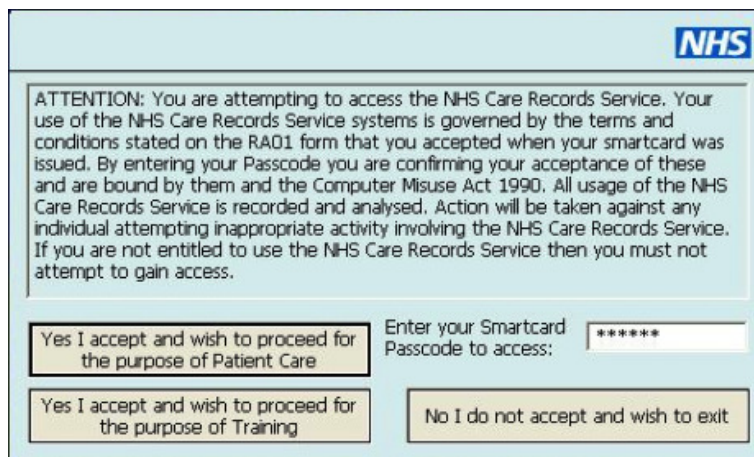
Then click on the **Update** button to finish.

3. Assigning a SmartCard to a User

The previous version of RxWeb allowed you to log in with any User Account assigned to your branch and use any SmartCard (providing it had the relevant roles) to process EPS1 prescriptions.

In the new release of RxWeb, SmartCards must be linked to User Accounts in order to process EPS2 prescriptions. This needs to be done in the Group Administrator interface.

The SmartCard you wish to assign must first be inserted into the cardreader. You will then be prompted by the NHS authentication software to enter the passcode.



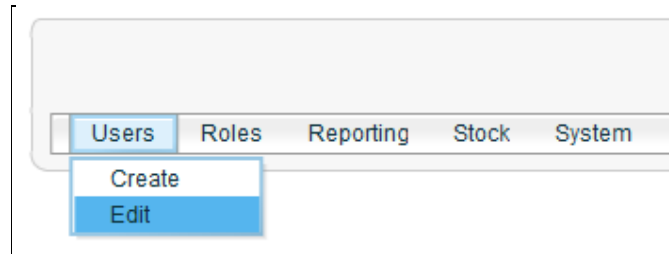
The image shows an NHS authentication screen. At the top right is the NHS logo. Below it is a text box with the following text: "ATTENTION: You are attempting to access the NHS Care Records Service. Your use of the NHS Care Records Service systems is governed by the terms and conditions stated on the RA01 form that you accepted when your smartcard was issued. By entering your Passcode you are confirming your acceptance of these and are bound by them and the Computer Misuse Act 1990. All usage of the NHS Care Records Service is recorded and analysed. Action will be taken against any individual attempting inappropriate activity involving the NHS Care Records Service. If you are not entitled to use the NHS Care Records Service then you must not attempt to gain access." Below this text box are three buttons: "Yes I accept and wish to proceed for the purpose of Patient Care", "Yes I accept and wish to proceed for the purpose of Training", and "No I do not accept and wish to exit". To the right of these buttons is a text input field labeled "Enter your Smartcard Passcode to access:" with a masked passcode "*****".

After successfully logging your SmartCard in, you can then log into the **Group Administrator interface** using your group administrator username and password.

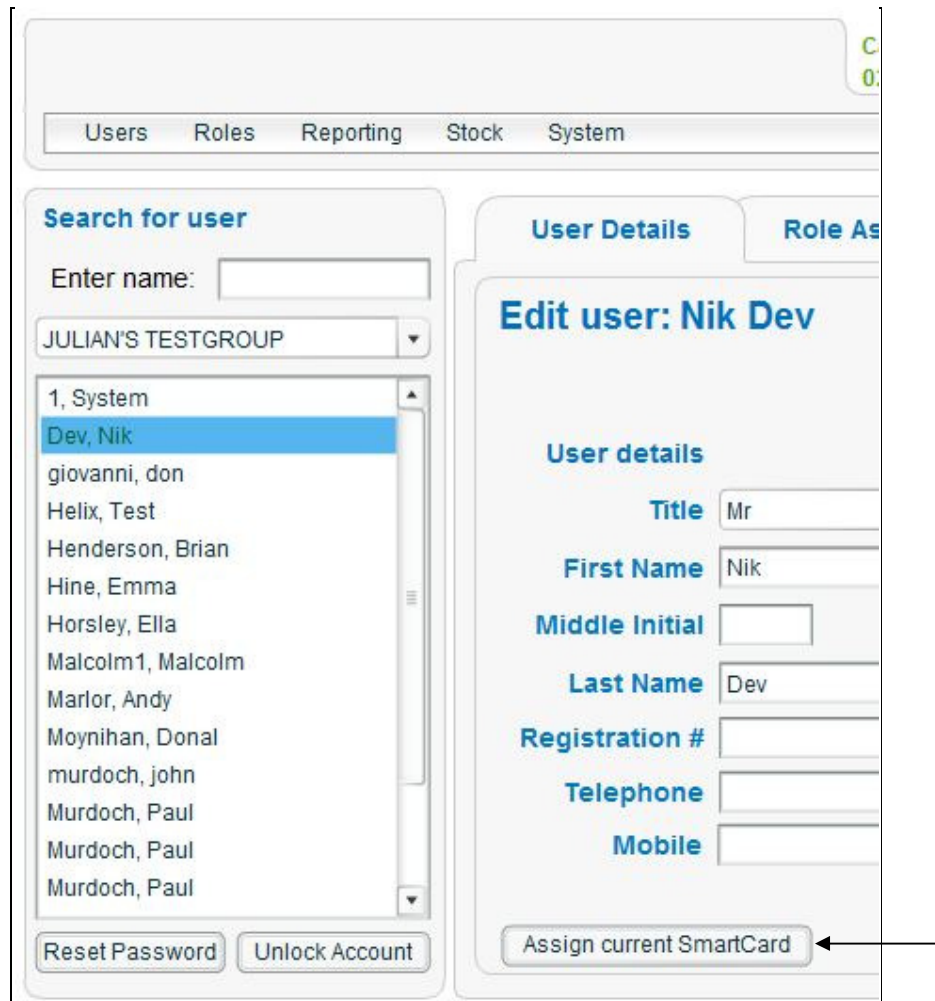


The image shows the RxWeb login screen. At the top is the RxWeb logo with a green cross icon and the text "Powered by pharmaSys". Below the logo is a login form with two input fields: "Username" and "Password". Below the input fields are three buttons: "Forgot Password", "Cancel", and "Log In". At the bottom of the screen is a disclaimer: "Computer Misuse Act 1990 Unauthorised access to this system is an offence pharmaSys support 0207 784 7346".

Click on **Users** from the menu bar at the top of the screen and then select **Edit**



Locate the User in the list on the left-hand side of the screen



Then click on the **Assign current SmartCard** button at the bottom of the screen.

A pop-up window will then open showing the details of the smartcard which is currently in the cardreader.

Note: If the **Card Abilities** drop-down menu is empty, EPS will not work within RxWeb. The smartcard must have abilities assigned to it in order to work. You will need to contact your local CCG if there are no abilities showing on the card.

Saml Details - [ESC to close]

The following card details have found

Full name CALLOW SHEILA YUMEKO

PCT Name KAYS CHEMIST

Job Role Code "Health Professional Access Role"

Card Abilities Amend Patient Demographics

Assigned to - Sheila Yumeko

Reassign Card to - Sheila Yumeko

Assign Cancel

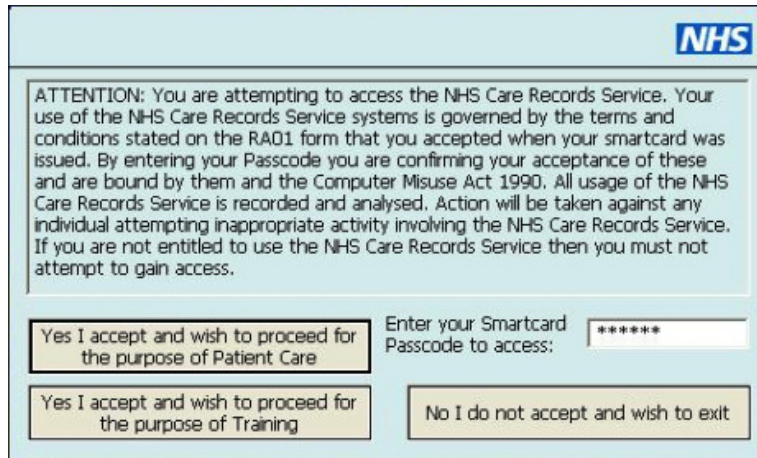
Click on the **Assign** button to assign the card to your selected user account.

If a SmartCard has multiple roles on it, such as a **Locum Role** as well as a dedicated **Pharmacist Role** for the pharmacy branch, a separate user account within RxWeb must be created for each role – one for the Locum Role and one for the Pharmacist role on the card.

Therefore the locum role on the card will be assigned to a particular user within the branch and the Pharmacist role on the card will be assigned to another user within the branch.

4. Logging into RxWeb

First, insert your smartcard into the cardreader and enter your passcode when prompted by the NHS authentication software.



The image shows an NHS authentication window. At the top right is the NHS logo. A text box contains a warning: "ATTENTION: You are attempting to access the NHS Care Records Service. Your use of the NHS Care Records Service systems is governed by the terms and conditions stated on the RAD1 form that you accepted when your smartcard was issued. By entering your Passcode you are confirming your acceptance of these and are bound by them and the Computer Misuse Act 1990. All usage of the NHS Care Records Service is recorded and analysed. Action will be taken against any individual attempting inappropriate activity involving the NHS Care Records Service. If you are not entitled to use the NHS Care Records Service then you must not attempt to gain access." Below this are three buttons: "Yes I accept and wish to proceed for the purpose of Patient Care", "Yes I accept and wish to proceed for the purpose of Training", and "No I do not accept and wish to exit". To the right of these buttons is a label "Enter your Smartcard Passcode to access:" followed by a text input field containing six asterisks.

Then, open RxWeb and log in using your username and password for the account that is linked with the smartcard.

Note: It is important that the smartcard is authenticated before you open RxWeb.



The image shows the RxWeb login screen. At the top is the RxWeb logo with a green cross icon, and below it, "Powered by pharmaSys". Below the logo is a login box with "Username" and "Password" labels and corresponding input fields. There is a small padlock icon to the right of the input fields. Below the input fields are three buttons: "Forgot Password", "Cancel", and "Log In". At the bottom of the screen, there is a warning: "Computer Misuse Act 1990 Unauthorised access to this system is an offence pharmaSys support 0207 784 7346".

In order to operate the EPS functionality within RxWeb, a connection to the NHS Spine must always be established.

However if spine connectivity is lost, you are still able to process EPS scripts if they are in your PMR.

Spine connectivity is indicated by the green light at the top of the RxWeb screen.



If this light turns red, it indicates there is a connection problem with the NHS Spine.



If this happens, you are advised to log out of RxWeb and close your Internet Explorer browser. Remove your smartcard from the cardreader and then reinsert it.

You will then be prompted to enter your smartcard passcode by the NHS Authentication software.

A screenshot of the NHS Authentication software window. It has a light blue header with the NHS logo. The main area contains a text box with a warning: 'ATTENTION: You are attempting to access the NHS Care Records Service. Your use of the NHS Care Records Service systems is governed by the terms and conditions stated on the RA01 form that you accepted when your smartcard was issued. By entering your Passcode you are confirming your acceptance of these and are bound by them and the Computer Misuse Act 1990. All usage of the NHS Care Records Service is recorded and analysed. Action will be taken against any individual attempting inappropriate activity involving the NHS Care Records Service. If you are not entitled to use the NHS Care Records Service then you must not attempt to gain access.' Below this are three buttons: 'Yes I accept and wish to proceed for the purpose of Patient Care', 'Yes I accept and wish to proceed for the purpose of Training', and 'No I do not accept and wish to exit'. To the right of the buttons is a text field labeled 'Enter your Smartcard Passcode to access:' with a masked input field containing '*****'.

Doing this will re-establish the connection with the NHS Spine. You can then open RxWeb, and log back in again. You should then see that the light is green again.

5. Patient Nominations

On the Home Screen, search for your patient.

Select the patient from the list of results and then click on the **More** button.

The screenshot shows the Home Screen interface. At the top, there is a search bar with the text 'gir san' and a dropdown menu set to 'Name'. Below the search bar are several buttons: 'Queue', 'Add Patient', 'New Prescription', 'Bag Label', 'Last Patient', 'Scan', 'More', 'Patient Nominations', and 'Patient Comms'. On the left, there is a table with columns 'Name', 'DOB', and 'Address'. The first row is highlighted in blue and contains the text '1 GIRIDHARA, SAND 27/12/1967 1 HEBB VIEW ,BD6 3DL'. On the right, there is a larger table with columns 'R', 'Date', 'Type', 'Qty', and 'Item'. Below this table are several buttons: 'Repeat', 'Reprint', 'Create Owings', 'Remove', 'Edit', 'Endorse', 'New Repeat Request', 'Redeem Repeat', and 'View Repeat'. At the bottom, there are buttons for 'Show History', 'Interventions', 'MUR', and 'Edit Patient'.

In the **More options** screen, click on the **Nomination** button.

The screenshot shows the 'More options' screen. At the top, it says 'More options - [ESC to close]'. Below this, there is a section titled 'More options' and 'General'. There are several buttons arranged in a grid: 'Bag Label', 'NMS', 'Free Text Label', 'Manage Repeat', 'Prescriber Label', 'Patient Services', 'Nomination', and 'Close'.

The Nominations screen is split into 3 tabs along the top: Search NHS, Nominations and Defer Synchronisation.

The default tab when the screen opens is the Search NHS tab.

The Search NHS tab is split into 3 areas, **Search NHS** on the left-hand side, **NHS Patient** in the middle and **Local Patient** on the right-hand side.

The details of the patient you selected on the Home screen will be pre-populated in the **Search NHS** fields on the left-hand side of the screen.

This will automatically perform a search of the NHS records on the Spine to see if it can find a matching patient.

If a matching patient is found in the NHS records, then the detail of the patient will appear in the middle section of the screen, **NHS Patient**. (If the system does not return any results, you may have to amend the search criteria on the left-hand side of the screen.)

The screenshot displays the 'Nominations' screen with three tabs: 'Search NHS', 'Nominations', and 'Defer Synchronisation'. The 'Search NHS' tab is active, showing search criteria on the left and patient details in the center and right.

Search NHS	NHS Patient	Local Patient
First Name: SANDHYA	Name: SANDHYA GIRIDHARA	SANDHYA GIRIDHARA
Surname: GIRIDHARA	DOB: 27/12/1967	27/12/1967
DOB: 27 / 12 / 1967	NHS #: 9442648241	
Gender: Not known	Fax:	
Post Code: BD6 3DL	Telephone:	
	Email:	
	Address: 1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL	1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL

Buttons at the bottom right: 'Update local Patient' and 'Defer Synchronisation'. A 'Search' button is located below the search criteria fields.

The right-hand side of the screen is also pre-populated with the details of the patient you selected from the Home screen. This shows the patients details as they are stored in RxWeb.

If there are any differences between the NHS Patient record and the Local Patient record these will be indicated by a red arrow.

The Local Patient record and the NHS Patient record must be synchronized in order to perform a Nomination. This means if there are differences between the two records, the Local Patient details can be updated from the NHS Patient details by simply clicking on the red arrow.

NHS Patient		Local Patient	
Name:	SANDHYA GIRIDHARA	→	SANDHYA GIRIDHARA
DOB:	27/12/1967	→	27/12/1967
NHS #:	9442648241	✕	9442648241 ←
Fax:		→	
Telephone:		→	
Email:		→	
Address:	1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL	→	1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL

Update local Patient
Defer Synchronisation

Once you click the arrow, the missing or incorrect details will be added to the Local Patient side of the screen. As you can see in the screenshot above, the NHS Number has been added.

Once you have selected all the information you wish to update, click on the **Update Local Patient** button in the bottom right-hand corner of the screen.

Search NHS Nominations Defer Synchronisation

Search NHS

First Name: SANDHYA
Surname: GIRIDHARA
DOB: 27/12/1967
Gender: Not known
Post Code: BD6 3DL

Confirm patient details update - [ESC to close]

Old Details		New Details	
Name:	SANDHYA GIRIDHARA	Name:	SANDHYA GIRIDHARA
DOB:	27/12/1967	DOB:	27/12/1967
NHS #:	9442648241	NHS #:	9442648241
Fax:		Fax:	
Telephone:		Telephone:	
Email:		Email:	
Address:	1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL	Address:	1 HEBB VIEW BRADFORD W YORKSHIRE BD6 3DL

Cancel OK

Update local Patient
Defer Synchronisation

A popup screen will then open asking you to confirm the update, click on the **OK** button.

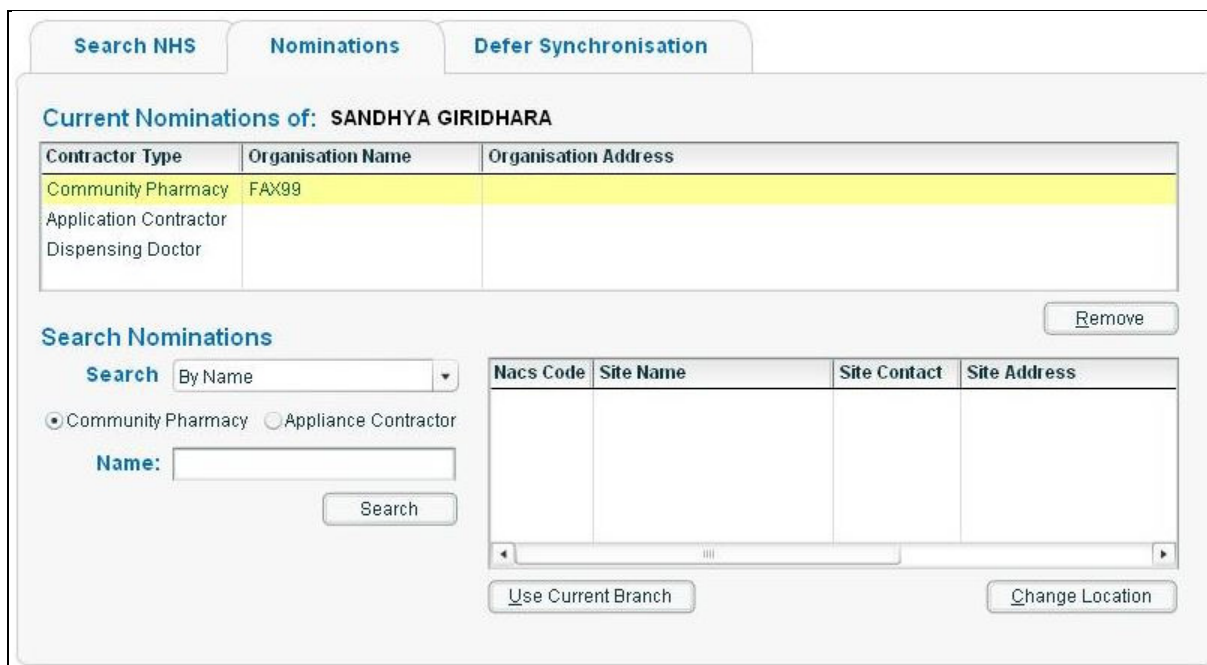
A large green tick icon will then appear in the bottom right-hand corner of the screen indicating that the NHS Patient and the Local Patients records are now synchronised.



You can now click on the **Nominations** tab at the top of the screen to set the patient nomination.

The Nominations tab allows you to set 3 types of nomination for the patient: **Community Pharmacy**, **Appliance Contractor** and **Dispensing Doctor**.

To set a nomination for the patient, first choose the contractor type from the 3 options (the most common will be Community Pharmacy).

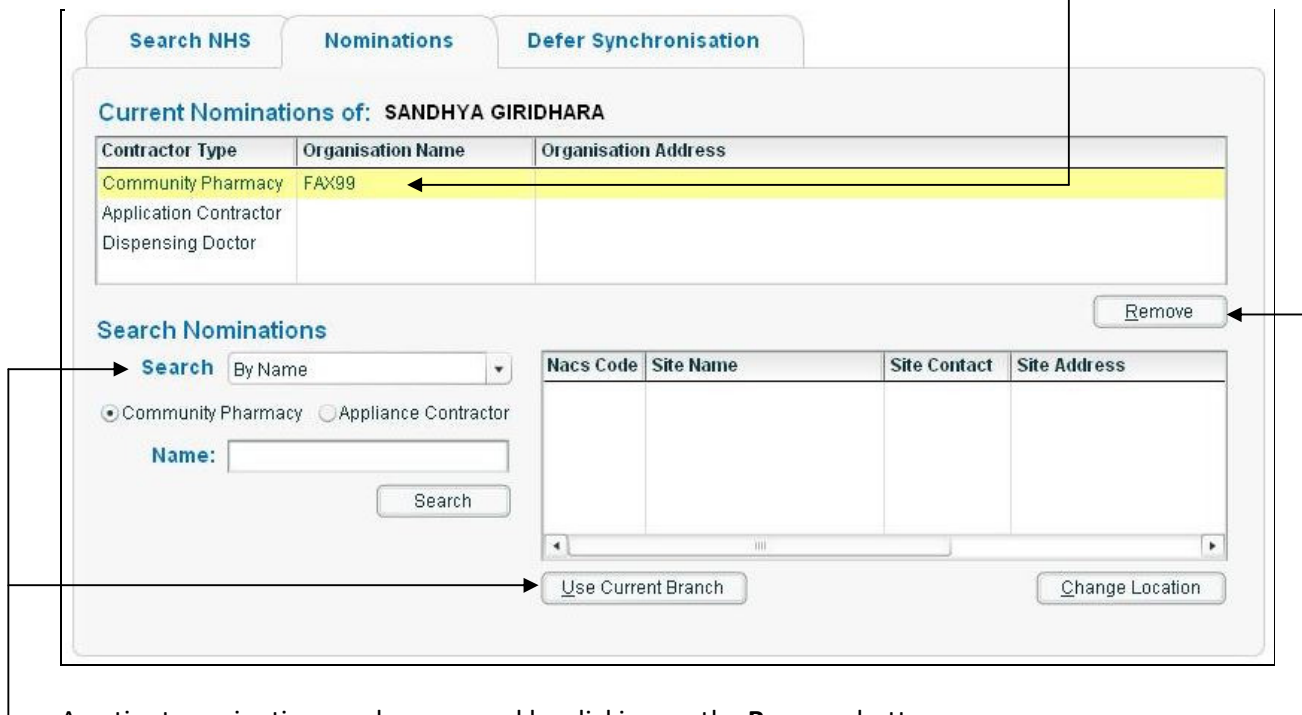
A screenshot of the 'Nominations' tab in a software interface. At the top, there are three tabs: 'Search NHS', 'Nominations' (which is active), and 'Defer Synchronisation'. Below the tabs, the text 'Current Nominations of: SANDHYA GIRIDHARA' is displayed. Underneath this is a table with three columns: 'Contractor Type', 'Organisation Name', and 'Organisation Address'. The first row is highlighted in yellow and contains 'Community Pharmacy', 'FAX99', and an empty address field. Below the table, there are three radio buttons: 'Community Pharmacy' (selected), 'Appliance Contractor', and 'Dispensing Doctor'. To the right of these buttons is a 'Remove' button. Below the radio buttons is a 'Search' section with a dropdown menu set to 'By Name' and a text input field labeled 'Name:'. A 'Search' button is located below the input field. To the right of the search section is a table with four columns: 'Nacs Code', 'Site Name', 'Site Contact', and 'Site Address'. This table is currently empty. Below this table are two buttons: 'Use Current Branch' and 'Change Location'.

To set the patients nomination for the branch you are currently working in, simply click on the **Use Current Branch** button at the bottom of the screen.

You will then see a confirmation popup that the Nomination has been completed.



If the Patient has already nominated another pharmacy, this will be visible in the main part of the screen. It will display the name and address of the pharmacy or organisation.



The screenshot shows the 'Nominations' tab in a web application. At the top are three tabs: 'Search NHS', 'Nominations' (selected), and 'Defer Synchronisation'. Below the tabs, it says 'Current Nominations of: SANDHYA GIRIDHARA'. There is a table with three columns: 'Contractor Type', 'Organisation Name', and 'Organisation Address'. The first row is highlighted in yellow and contains 'Community Pharmacy', 'FAX99', and an empty address field. Below the table are three buttons: 'Remove', 'Use Current Branch', and 'Change Location'. To the left of the table is a 'Search Nominations' section with a 'Search' button, a dropdown menu set to 'By Name', radio buttons for 'Community Pharmacy' (selected) and 'Appliance Contractor', a 'Name:' input field, and a 'Search' button. Below the search section is a table with four columns: 'Nacs Code', 'Site Name', 'Site Contact', and 'Site Address'. The table is currently empty.

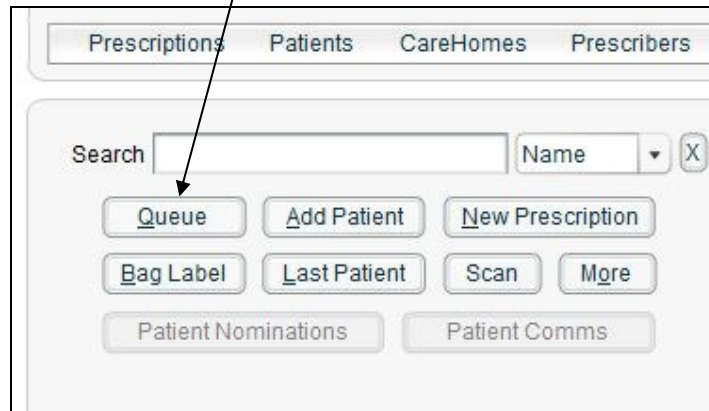
A patient nomination can be removed by clicking on the **Remove** button.

Or it can be changed to the current pharmacy (by clicking Use Current Branch) or it can be changed to another pharmacy altogether, by using the **Search** options.

6. To Be Dispensed Queue

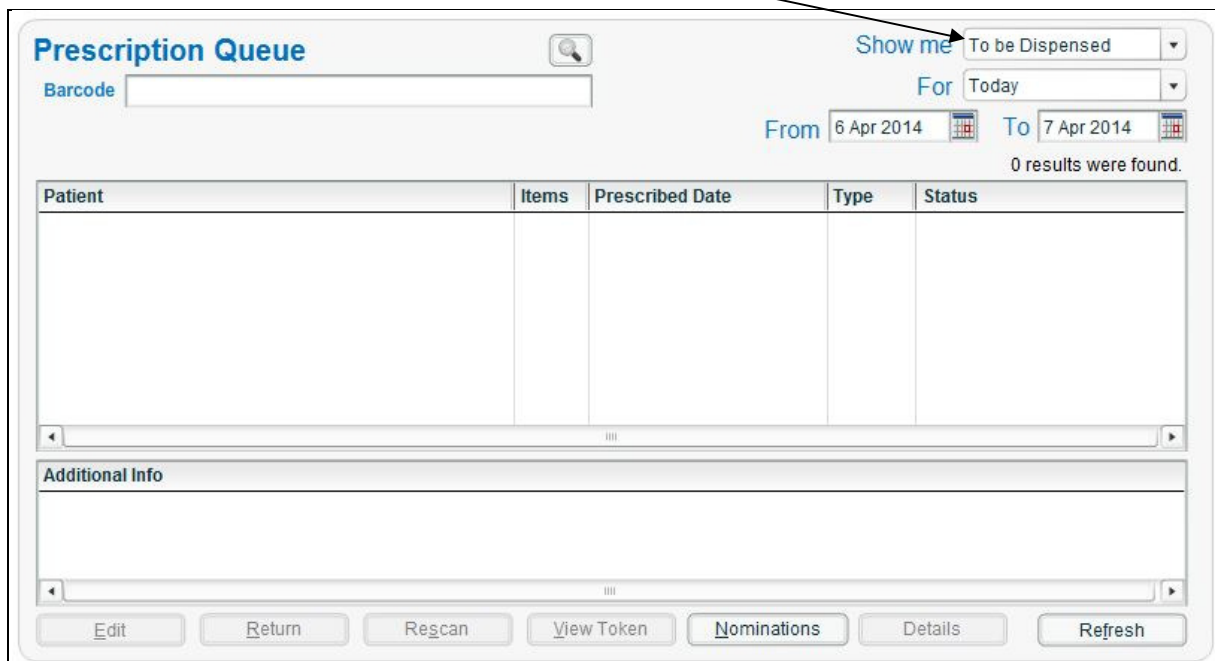
After a Patient has nominated a pharmacy, their GP will be able to send their EPS R2 prescriptions to the NHS Spine, where it can then be downloaded directly into your RxWeb branch and dispensed. This process starts off in the Queue screen.

From the Home screen click on the **Queue** button.



The following screen will then open.

The default queue should be **To be Dispensed**. If it's not, simply change the option in the drop-down menu so that it is set to To be Dispensed



The To Be Dispensed queue is designed to show you any prescriptions waiting to be dispensed. EPS R2 prescriptions will automatically download from the spine into the queue once every 24 hours overnight

IMPORTANT: You must have a **Nominated User** set in **Group Administration** for automatic downloads to work. See Group Administration Quick User Guide for more information.

Prescription Queue

Barcode

Show me **To be Dispensed**

For **Today**

From **6 Apr 2014** To **7 Apr 2014**

0 results were found.

Patient	Items	Prescribed Date	Type	Status
---------	-------	-----------------	------	--------

Additional Info

Edit Return Rescan View Token **Nominations** Details Refresh

You can also manually download EPS R2 prescription from the spine at any other time. To do this, simply click the **Nominations** button at the bottom of the screen.

The Nominations popup window will then open.

Nominations - [ESC to close]

Spine Response	Date/Time
The spine returned 15 prescriptions.	01/07/13 - 22:00

Get Nominations Close

By clicking the **Get Nominations** button, RxWeb will search the NHS Spine for any available EPS R2 prescriptions and download them into the Queue.

The downloaded EPS R2 prescriptions will then be visible in the queue.

Prescription Queue

Barcode

Show me To be Dispensed

For Today

From 2 Jul 2013 To 3 Jul 2013

3 results were found.

Patient	Script Number	Type	Status	Item Count
Ayden Issaako	36CC53-C81007-50269C	EPS2	To be Dispensed	4
Fitzroy Gregan	18D801-C81007-53789A	EPS2	To be Dispensed	1
	691714-B83002-506011	EPS2	Prescription scanned	0

Additional Info

This script was signed by 'EMU Good Signer' on the 17/05/13.
This script is 1 of 3 of a repeat batch.

When you are ready to dispense an EPS R2 prescription from the queue, select it and click on the **Edit** button in the bottom left-hand corner of the screen

When selecting a prescription in the queue, the **Additional Info** box at the bottom of the screen displays messages that are relevant to the prescription.

You may also wish to print the Token for your selected prescription.
To do this, click on the **View Token** button at the bottom of the screen.

This will open the token in a popup window which you can then print.

Endorsement Preview - [ESC to close]

Age 28 D.o.B 11/9/1985	Title, Forename, Surname & Address Ayden Issaako 13 Broad Road North Sunderland Seahouses NE68 7UP NHS Number: 94488439
---------------------------------	---

*****Medication Information*****

Review Date : 17/06/2013
Repeat medication information
Loperamide 2mg capsules(1/3) []

Repeat medication information Losartan
100mg tablets(1/3) []

Repeat medication information Losartan
25mg tablets(1/3) []

Repeat medication information
Metoclopramide 10mg tablets(1/3) []

Prescribed Medication 30 X LOPERAMIDE 2MG CAPSULES AS DIRECTED 28 X LOSARTAN 100MG TABLETS AS DIRECTED 7 X LOSARTAN 25MG TABLETS AS DIRECTED 28 X METOCLOPRAMIDE 10MG TABLETS AS DIRECTED	DISPENSING TOKEN AS DIRECTED
---	---------------------------------

DISPENSING TOKEN - Not to be used as a prescription, even if signed by an authorised prescriber.

Date
03/07/201

MCQUADE
13 VERNON STREET
DERBY
DERBYSHIRE
tel:01332332812
DE1 1FW

NHS

FP10DT0407

The first screen you see, once you have clicked the Edit button to begin dispensing, will be a patient match screen. RxWeb is checking that the patient's details on the electronic prescription match with a patient in the system.

Patient Details
ETP Patient: Mr Ayden Issaako, 13 Broad Road North Sunderland Seahouses NE68 7UP
DOB: 11/09/1985 NHS Number: [redacted]

NHS Number match - [ESC to close]

The following patient was matched using the patient NHS number.

To select the existing patient that matched the NHS number, click 'Select Patient' or simply click 'Next'

To select create a new patient based on the information received in the prescription message click 'Select EMS Patient'. This could create a duplicate patient in the database, please make sure this prescription is for a new patient.

Ok

Search

Not Known

NE68 7UP

Merge

Select Patient

Select EMS Patient

Next

If the patient already exists in the RxWeb branch, a pop-up message will indicate this and explain how the patient was matched (as shown above).

Click on **OK** to confirm the message and then click the **Next** button in the bottom right-hand corner of the screen.

If the wrong patient is matched or there are multiple records for a matched patient in the RxWeb branch, you have the ability to select the correct patient from the list displayed or manually search for the correct patient (as shown below).

Patient Details
ETP Patient: Mr Travers Aygun, 10 Della Avenue Barnsley S Yorkshire S70 6LG
DOB: 03/09/1985 NHS Number: 9448844123

Name: [redacted] Post Code: [redacted] Birth Date: [redacted] NHS: [redacted] Search

Name	DOB	Address
Travers Aygun	03/09/1985	10 Della Avenue, S70 6LG
Travers Aygun	03/09/1985	S70 6LG

Name: Travers Aygun
Age: 27 Gender: Male
NHS Number: 9448844123
Telephone:
Address: 10 Della Avenue
Barnsley
S Yorkshire
S70 6LG

Merge

Select Patient

Select EMS Patient

Next

If the patient does not exist, you will be prompted to add them as a new patient.

The next screen is the **Prescriber Details** screen.

If the prescriber details are not correct, you have the ability to search for the correct prescriber.

Prescriber Details
ETP Patient: Mr Ayden Issaako, 13 Broad Road North Sunderland Seahouses NE68 7UP
DOB: 11/09/1985 NHS Number: 9448843976

Name:

Organisation:

Post Code:

Name	Post Code
MCQUADE	DE1 1FW

Update Patients default Prescriber ☐

Prescriber: MCQUADE

Telephone: tel:01332332812

Address:
13 VERNON STREET
DERBY
DERBYSHIRE
DE1 1FW

Previous

Next

Click on the **Next** button in the bottom right-hand corner when you are ready to proceed onto the Dispensing screen.

7. Dispensing

You cannot change the Prescription Item in the **Drug Search** box, as this is set by the electronic message.

You will have the ability to select the manufacturer and pack size of the Dispensed Item from the list though.

The **Prescribed Quantity** is also set by the electronic message so you cannot change it. However, you can change the **Dispensed Quantity** if you need to create an **Owing** for the item.

The screenshot displays the Dispensing software interface. At the top, the patient information is: Ayden Issaako, 13 Broad Road, NE68 7UP - Not Exempt - Pre: MCQUADE - [ESC to close]. Navigation buttons 'Previous', 'Next', and 'Item 1 of 1' are present.

Drug Search section: A search box contains 'Aspirin 75mg gastro-resistant tablets'. Below it is a table of search results:

Items	Pack	Drug	Tariff	Price
1	56	Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4 x 14 tablets	£1.76	£1.80
2	28	Aspirin 75mg gastro-resistant tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	£0.88	£0.17
3	28	Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 28 tablet 2 x 14 tablets	£0.88	£0.90
4	56	Aspirin 75mg gastro-resistant tablets (Teva UK Ltd) 56 tablet 4 x 14 tablets	£3.11	£0.49
5	28	Caprin 75mg gastro-resistant tablets (Wockhardt UK Ltd) 28 tablet	£0.88	£1.51
6	56	Nu-Seals 75 gastro-resistant tablets (Alliance Pharmaceuticals Ltd) 56 tablet 4 x 14 tablets	£3.12	£3.12

Below the table, 'Alliance Healthcare Ltd' is selected. The drug is 'ASPIRIN E/C TAB 75MG ALM' with a pack size of '56'.

Order (packs) section: 'Prescribed' is 16, 'Dispensed' is 16, and 'Create Owings' is unchecked. The unit is 'tablet'.

Endorsement section: 'Aspirin 75mg gastro-resistant tablets 16/56 BB'.

Directions section: 'As Directed'.

Interactions section: A red box indicates 'Action needed' for 'FUROSEMIDE in Furosemide 20mg tablets may increase the CNS TOXICITY of ASPIRIN in Aspirin 75mg gastro-resistant tablets'. It shows 'Interaction 1 of 51' with 'Print', 'Previous', and 'Next' buttons.

Labels section: 'One Label' and 'Split labels' are selected. 'One per pack' and 'Copies' are set to 1. A 'Custom' label is shown with the following text:

16 x Aspirin 75mg gastro-resistant tablets
As Directed
Do NOT take indigestion remedies 2 hours before or after you take this medicine Not for children under 16 Swallow this medicine whole. Do not chew or break Take with or just after
05/07/13
Mr Ayden Issaako Keep away from children
(01151 FAX99) KAYS CHEMIST, 24 ROSS ROAD, 02074718123

Buttons at the bottom include 'Token', 'Finish', 'Add', 'Close', and a checked 'Print these labels' option.

Drug Interactions will appear in the bottom left-hand corner of the screen. These are colour coded: Red = Action Needed, Yellow= Be Aware. Interactions can also be printed on labels if the **Print** option is selected.

To finish dispensing, click on the **Finish** button.

The **Print Prescription** screen will then open.

The **Print Prescription** screen enables you to view the list of items on the prescription.

The label preview on the right-hand side of the screen can be used as a final check to make sure the correct item has been selected.

The **Amend Prescription** button can be used if you wish to edit anything on the prescription or to mark an item as '**Not Dispensed**' if necessary. *This is described in more detail on Page 24.*

Print Prescriptions - [ESC to close]

Amend Prescription Dispense and Print Labels View Token

Repeat Management ☐ Handed to patient? Next Patient

500g x Sodium chloride powder
Miss Etp-Donotuse (Xdestpatienteapi)

500g x Sodium chloride powder
As Directed

Miss Etp-Donotuse 09/04/14

One Label ☐ Reprint

One label per pack ☒ Free Text Label

Split over labels 1 Bag Label

Number of copies 1 ☒ Print bag label

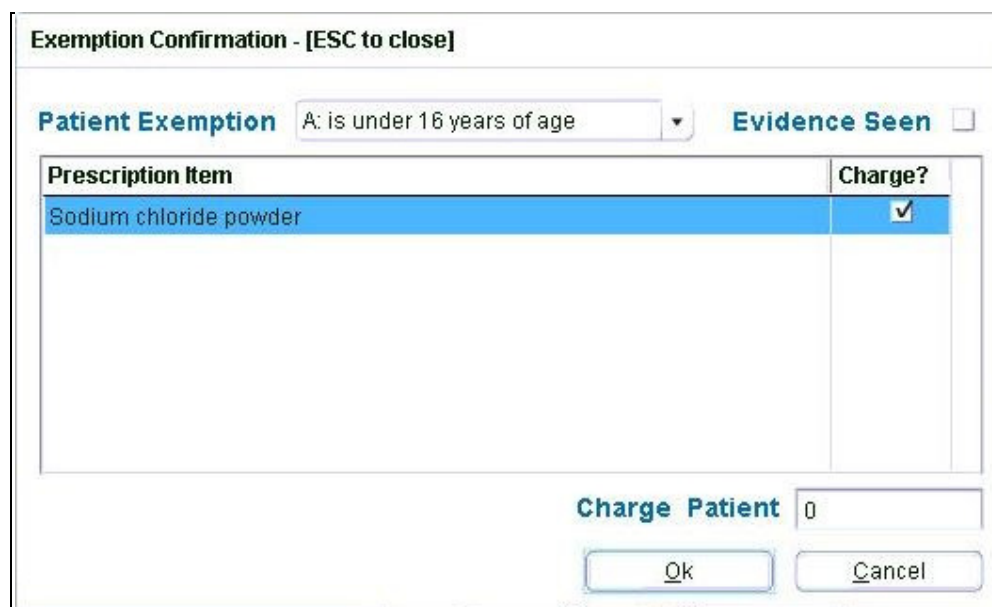
Combine Spares Custom Label

If you need to change how the labels are split for an item, you can do this using the options in the bottom right-hand corner of the screen.

When you are ready to dispense the prescription, click on the **Dispense and Print Labels** button at the top centre of the screen.

NOTE: *If the patient is present in the pharmacy and the items are being handed to them directly after dispensing. You can tick the **Handed to patient** option at the top of the screen. This means the prescription in the system is moved directly to the **To Be Claimed** queue, skipping the need to mark it as collected from the **To Be Collected** queue.*

You will then be asked to confirm the exemption status of the prescription.

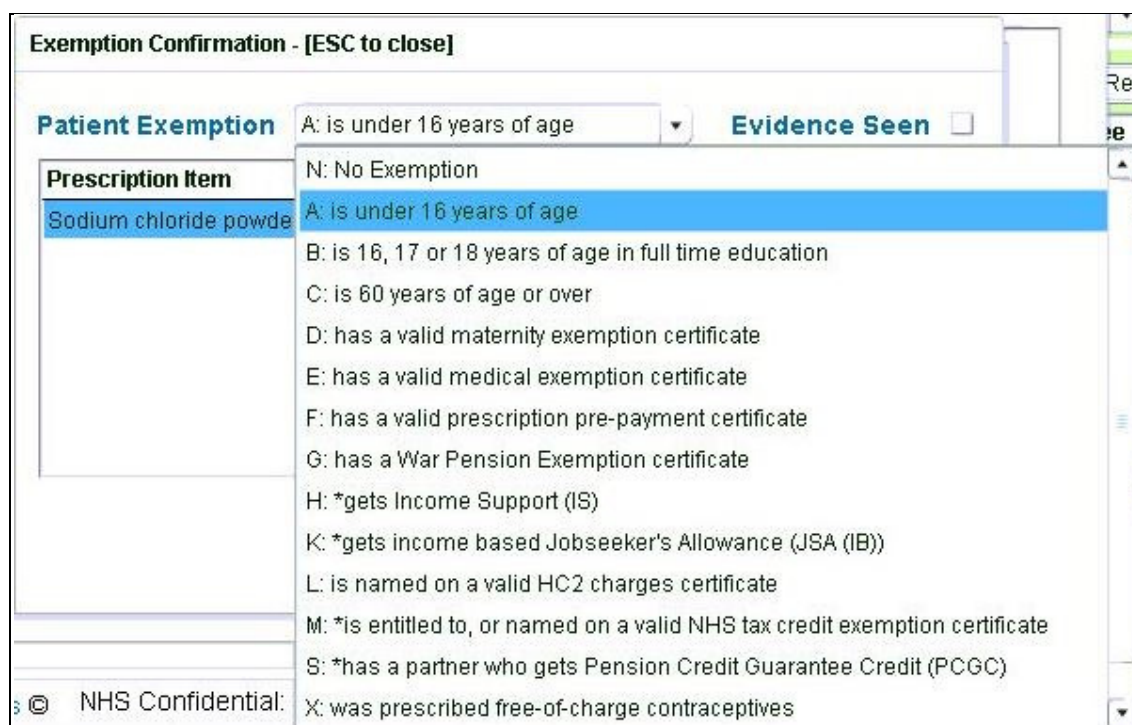


The dialog box is titled "Exemption Confirmation - [ESC to close]". It features a "Patient Exemption" dropdown menu currently set to "A: is under 16 years of age". To the right of this menu is a checkbox labeled "Evidence Seen". Below these elements is a table with two columns: "Prescription Item" and "Charge?". The table contains one row with "Sodium chloride powder" in the first column and a checked checkbox in the second column. At the bottom right, there is a "Charge Patient" field with the value "0", and two buttons labeled "Ok" and "Cancel".

Prescription Item	Charge?
Sodium chloride powder	☒

NOTE: Age related Exemptions are set automatically by the system based upon the patient's date of birth, therefore you do not need to make changes to these.

If the exemption is incorrect, simply select the correct one from the dropdown menu.



This image shows the same "Exemption Confirmation" dialog box, but with the "Patient Exemption" dropdown menu open. The menu lists various exemption categories, with "A: is under 16 years of age" currently selected and highlighted in blue. The list includes options from "N: No Exemption" to "X: was prescribed free-of-charge contraceptives". The "Evidence Seen" checkbox remains unchecked. The "Prescription Item" table and the "Charge Patient" field are also visible.

Prescription Item	Charge?
Sodium chloride powder	☒

N: No Exemption
A: is under 16 years of age
B: is 16, 17 or 18 years of age in full time education
C: is 60 years of age or over
D: has a valid maternity exemption certificate
E: has a valid medical exemption certificate
F: has a valid prescription pre-payment certificate
G: has a War Pension Exemption certificate
H: *gets Income Support (IS)
K: *gets income based Jobseeker's Allowance (JSA (IB))
L: is named on a valid HC2 charges certificate
M: *is entitled to, or named on a valid NHS tax credit exemption certificate
S: *has a partner who gets Pension Credit Guarantee Credit (PCGC)
X: was prescribed free-of-charge contraceptives

8. Amending A Prescription

If you need to amend the prescription to fix a mistake or mark an item as 'Not Dispensed', you can do this from the **Print Prescriptions** screen.

To do this, click on the **Amend Prescription** button in the top right-hand corner.

The **Prescription Details** screen will then be displayed. This lists all of the items on the prescription. If you want to edit the item(s) on the prescription, you can do this by simply selecting the item(s) and then clicking the **Edit** button on the right-hand side of the screen.

Warnings	Item	Qty	Price	Fee
	Aspirin 75mg gastro-resistant tablets	16 tablet		
	05/07/2013 - Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4	16 tablet	£1.76	£7.85

This will take you back to the **Dispensing Screen** so that you can fix any mistakes.

To mark an item as Not Dispensed, you first need to remove the 'Dispensed Item'.

To do this, highlight the Dispensed Item (Item with the dispensing date next to it, under the Prescribed Item)

Prescription Details

Exemptions: N: No Exemption | Number: E0AE6E79-64BD-93B3-E040-950AE0730BD2 | Type: FP10NC

Item not dispensed - owing | Add Endorsement | + Add Prescription Item | + Add Dispensing Item | Edit | Remove

Warnings	Item	Qty	Price	Fee
	Aspirin 75mg gastro-resistant tablets	16 tablet		
⚠	05/07/2013 - Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4	16 tablet	£1.76	£7.85

Create Repeat Dispensing | Total Cost: £7.85 | Dispense

Previous

Then click on the **Remove** button on the right-hand side of the screen.

Once the Dispensing Item has been removed, you can use the drop-down menu on the left-hand side of the screen to change it's dispensing status to '**Item not Dispensed**'

Prescription Details

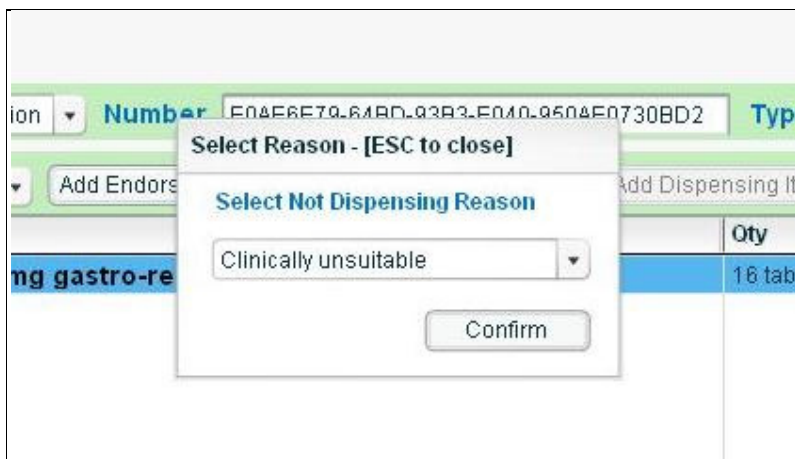
Exemptions: N: No Exemption | Number: E0A

Item not dispensed - owing | Add Endorsement

- Item not dispensed - owing
- Item dispensed - partial
- Item fully dispensed
- Item not dispensed
- Item not dispensed - owing

↓

You will then be prompted to **Select Reason** for changing the dispensing status.

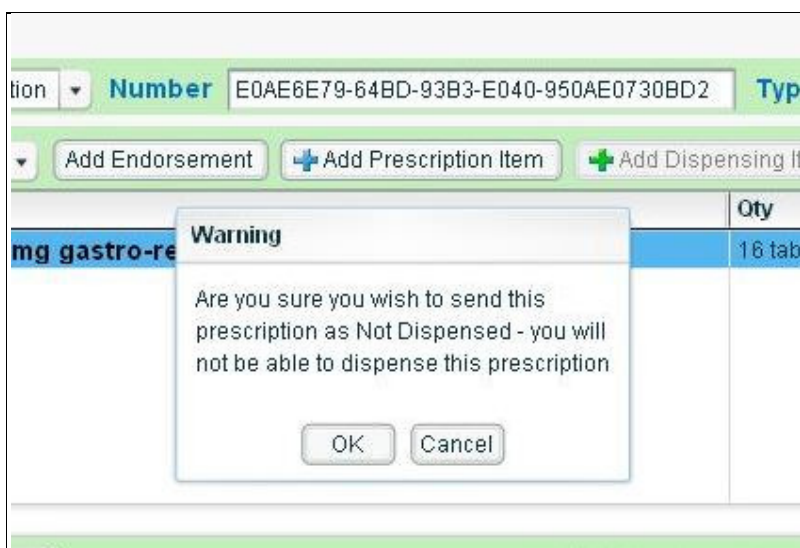


The options you have are:

- **Clinically unsuitable**
- **Illegal NHS prescription**
- **Not allowed on FP10**
- **Not required as instructed by the patient**
- **Prescribed out of scope item**
- **Prescription cancellation**
- **Prescription cancellation due to death**

Once you have selected a reason, click the **Confirm** button.

You will then be prompted by a warning message that you wish to confirm this action.



9. Dispensing an 'Emergency Supply'

When dispensing an Emergency Supply, the Script type on the Dispensing screen must be changed to **'Emergency Supply'** at the start of dispensing.

Before the labels are printed, the system will prompt the user to enter the reason for the Emergency supply.

The screenshot shows the RxWeb+ interface with a patient's PMR history. An 'Emergency Supply Confirmation' dialog box is open, prompting the user to enter details for an emergency supply. The dialog includes fields for Source (Phone Call), Supply Reason, and Pharmacist (test user). It also has buttons for Cancel, OK, and a 'Number of copies' field set to 1. The background shows a list of prescriptions for Mr. TRAVERS POLDIE (AYGU), including Telmisartan 20mg tablets and Atorvastatin 80mg tablets.

test user : (NIS1 FAX99) KAYS CHEMIST
24 ROSS ROAD, MAIDENHEAD
SL6 2SZ. (ID : 1977)

Call support on 0207 471 8123

RxWeb+

Print Prescriptions - [ESC to close]

Amend Prescription Dispense and Print Labels Print Endorsements Repeat Management Next Patient

Emergency Supply Confirmation - [ESC to close]

Source Phone Call

Supply Reason

Pharmacist test user

Cancel OK

Number of copies 1

Combine Spares Custom Label

7 x Telmisartan 20mg tablets

Mr TRAVERS POLDIE (AYGU)

20mg tablets

Take ONE a day

04/09/13

Keep away from children

ROSS ROAD, 0207 471 8123

Label Reprint

Free Text Label

Bag Label

Print bag label

Powered by pharmaSys NHS Confidential: Personal Data about a patient. 2013 pharmaSys Ltd.

The Emergency supply will be highlighted in Red in the patients PMR history on the Home screen. The prescription type will be marked as ES.

The screenshot shows the RxWeb+ Home screen with a patient's PMR history. The 'Emergency Supply' (ES) is highlighted in red in the list of prescriptions. The patient's name is AYGUN, TRAVERS, and the address is 10 DELLA AVENUE, STC. The list includes various medications such as Telmisartan 20mg tablets, Atorvastatin 80mg tablets, Amoxicillin 250mg capsules, Metoclopramide 10mg tablets, Losartan 25mg tablets, and Loperamide 2mg capsules.

test user : (NIS1 FAX99) KAYS CHEMIST
24 ROSS ROAD, MAIDENHEAD
SL6 2SZ. (ID : 1977)

Call support on 0207 471 8123

RxWeb+

Prescriptions Patients CareHomes Prescribers Reporting Ordering Suppliers System

Search [Name] X

Queue Add Patient New Prescription Bag Label Last Patient Scan More Repeat Dispensing Patient Patient Comms

Repeat Dispensing Patient

Name DOB Address

1 AYGUN, TRAVERS 03/09/1985 10 DELLA AVENUE, STC

ES balanced 03-SEP-13 (Low - Emergency Supply)
1 of 1
Against script 2/9/13

Repeat Reprint Fulfill Orlings Remove Edit Endorse

R	Date	Type	Qty	Item
1	03/09/2013	ES	7	Telmisartan 20mg tablets
2	03/09/2013	FP10 E	28	Atorvastatin 80mg tablets
3	03/09/2013	FP10 E	28	Telmisartan 20mg tablets
4	08/08/2013	FP10 E	500	Amoxicillin 250mg capsules
5	24/06/2013	R 3/3	28	Metoclopramide 10mg tablets
6	24/06/2013	R 3/3	7	Losartan 25mg tablets
7	24/06/2013	R 3/3	28	Losartan 100mg tablets
8	24/06/2013	R 3/3	30	Loperamide 2mg capsules
9	24/06/2013	R 2/3	28	Metoclopramide 10mg tablets
10	24/06/2013	R 2/3	7	Losartan 25mg tablets

When the EPS R2 prescription is received to cover the Emergency Supply, the user will be prompted on the Dispensing screen that the item has previously been supplied as an Emergency.

The system will attempt to deduct the previously supplied quantity from the current dispensing. However, it is important that the user changes the **Dispensed Quantity** to the full amount. This is because the '**Dispense Notification**' and the '**Claim message**' that are sent to the spine must record the total quantity dispensed otherwise the pharmacy will not be accurately reimbursed.

Travers Aygun, 10 Della Avenue, S70 6LG - Exempt - Pre: undefined - [ESC to close] Previous Next Item 1 of 2

Drug Search: Telmisartan 20mg tablets Search Prescriber FP10NC PMR

Filter	Pack	Drug	Tariff	Margin
1	28	Micardis 20mg tablets (Boehringer Ingelheim Ltd) 28 tablet 4 x 7 tablets	£11.10	£0.00

Filter: Preferred Item Preferred List With account All Items Exemps

A A H Pharmaceuticals Ltd MICARDIS TAB 20MG

Prescribed 28 Dispensed 28 Create Owings

tablet 7 over, 7 previously supplied

Order (packs) 1

Endorsement: Micardis 20mg tablets 28/28 £11.10

Directions: As Directed

Interact: Be Aware

Warnings: LOSARTAN POTASSIUM in Losartan 100mg tablets may increase the HYPOTENSIVE effect of

BNF: TELMISARTAN in Micardis 20mg tablets

Ingreds: Interaction 1 of 19

Conditions: Print Previous Next

Labels: One Label Split labels One per pack Copies

28 x Telmisartan 20mg tablets (7 previously supplied) As Directed

04/09/13

Mr Travers Aygun Keep away from children (HIS1 FAX99) KAYS CHEMIST, 24 ROSS ROAD, 02074718123

Token Finish Update Close

Doing so will mean the patients PMR history now has a duplicate entry, the Emergency Supply and the new EPS Dispensing.

It is imperative that the user Edits the Emergency Supply entry to change the Dispensed Quantity to 0 (zero).

It is also recommended that a note is added to the patients record stating that the Emergency Supply has been fulfilled and matched off against the EPS prescription that was presented.

10. To be Collected Queue

After an EPS R2 Prescription is dispensed, it is either moved to the '**To be Collected**' Queue or the '**To be Claimed**' Queue screen depending if the patient was present or not (this choice is selected at the point of labelling, see page 22).

If the patient was **not** present at the point of dispensing, the prescription will go to the '**To be Collected**' queue. It will stay here until the patient physically collects their medication from the pharmacy, at which point the user can mark the prescription as '**Collected**'.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **To be Collected**.

The screenshot shows the 'Prescription Queue' interface. At the top, there is a 'Show me' dropdown menu set to 'To be Collected', a 'For' dropdown set to 'Today', and date pickers for 'From' (8 Apr 2014) and 'To' (9 Apr 2014). Below this, a table displays one prescription. The table has columns: Patient, Items, Prescribed Date, Type, and Status. The prescription is for 'Etp-Donotuse Xtestpatienteapj' with 1 item, prescribed on 04/02/14 at 12:02, of type EPS2, and status Dispensed. Below the table is an 'Additional Info' section with text about the script being signed by '760830002043_Emma_Bell' on 04/02/14 and a medication note for Sodium chloride powder. At the bottom, there are buttons for 'Collected', 'View Token', and 'Refresh'. A line from the text above points to the 'To be Collected' dropdown, and another line from the text below points to the 'Collected' button.

Patient	Items	Prescribed Date	Type	Status
Etp-Donotuse Xtestpatienteapj	1	04/02/14 - 12:02	EPS2	Dispensed

Additional Info
This script was signed by '760830002043_Emma_Bell' on the 04/02/14.
MEDICATION NOTE : Sodium chloride powder - Please 'dispense' and claim this item. You will not be reimbursed for the Sodium chloride powder.

Select the prescriptions you wish to mark as Collected (or use the **Select All** tickbox).

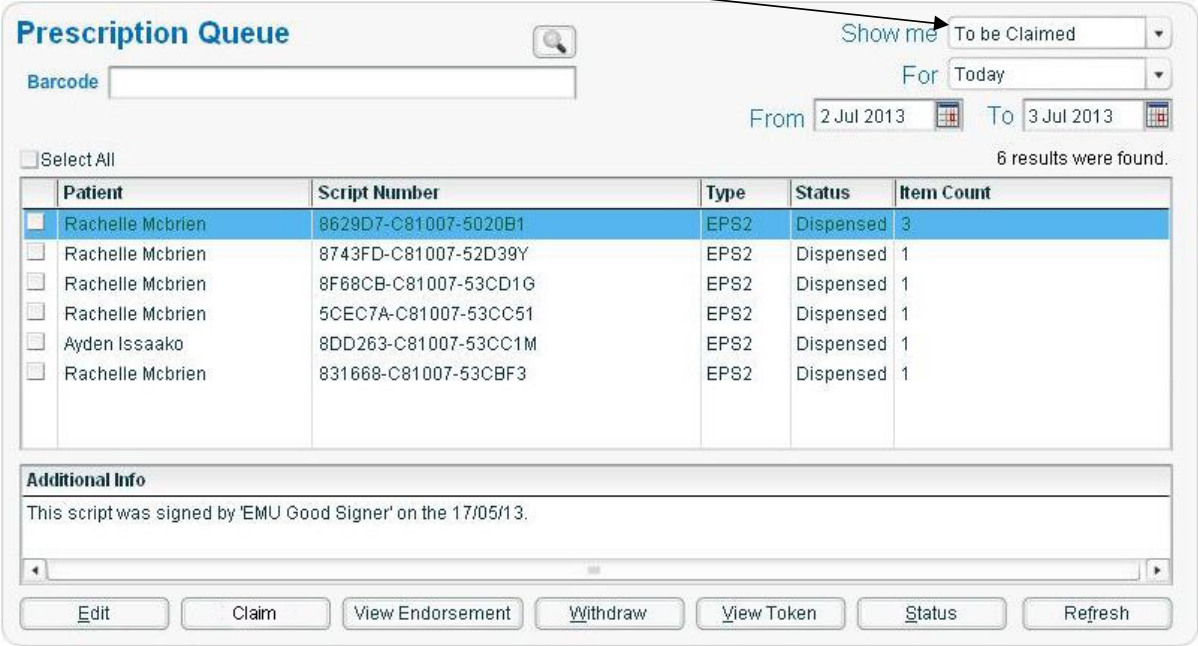
Then click on the **Collected** button at the bottom of the screen.

The prescriptions will then be moved to the '**To be Claimed**' queue.

11. To Be Claimed Queue

The main functionality of the '**To Be Claimed**' queue is to send the Electronic Claim Notifications to the NHS Spine for reimbursement.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **To be Claimed**.



The screenshot shows the 'Prescription Queue' interface. At the top right, there is a 'Show me' dropdown menu set to 'To be Claimed'. Below it is a 'For' dropdown set to 'Today'. Further down are date pickers for 'From' (2 Jul 2013) and 'To' (3 Jul 2013). A 'Select All' checkbox is on the left. A table lists 6 results, all with status 'Dispensed'. Below the table is an 'Additional Info' section with text: 'This script was signed by 'EMU Good Signer' on the 17/05/13.' At the bottom are buttons: Edit, Claim, View Endorsement, Withdraw, View Token, Status, and Refresh.

Patient	Script Number	Type	Status	Item Count
☒ Rachelle McBrien	8629D7-C81007-5020B1	EPS2	Dispensed	3
☐ Rachelle McBrien	8743FD-C81007-52D39Y	EPS2	Dispensed	1
☐ Rachelle McBrien	8F68CB-C81007-53CD1G	EPS2	Dispensed	1
☐ Rachelle McBrien	5CEC7A-C81007-53CC51	EPS2	Dispensed	1
☐ Ayden Issaako	8DD263-C81007-53CC1M	EPS2	Dispensed	1
☐ Rachelle McBrien	831668-C81007-53CBF3	EPS2	Dispensed	1

Additional Info
This script was signed by 'EMU Good Signer' on the 17/05/13.

Edit Claim View Endorsement Withdraw View Token Status Refresh

Once the prescription items have been handed out to the patients, the prescriptions can be claimed for.

To do this, simply select the prescriptions you wish to claim for (or use the **Select All** tickbox) and then click on the **Claim** button at the bottom of the screen.



This close-up shows the 'Additional Info' section and the bottom buttons. The 'View Endorsement' button is highlighted with an arrow.

Additional Info
This script was signed by 'EMU Good Signer' on the 17/05/13.

Edit Claim View Endorsement Withdraw View Token Status Refresh

The **View Endorsement** button at the bottom of the screen allows the user to see the items on the prescription before sending the claim. It is also important for attaching additional endorsing information to the claim notification.

By clicking on the **View Endorsement** button, the **Claim Preview** screen will open.

From here, options such as **NCSO** and **Broken Bulk** can be added to the Electronic Claim Reimbursement message.

Claim Preview - [ESC to close]

Dispensed Item	Endorsement Codes
Aprovel 150mg tablets (Sanofi) 28 tablet 2 x 14 tablets	
Doxazosin 1mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	
Gaviscon Infant oral powder sachets (Forum Health Products Ltd) 15 du	

Item Info

Endorsements No Cheaper Stock Obtainable

Name	Value (Click to edit)
CODE	NCSO
BRAND	Aprovel 150mg tablets
DATE	3/7/2013
INITIALS	CG
PACKSIZE	28
SUPPLIER	Alliance Healthcare Ltd

Endorsments for the Item selected above

Save Changes Close

To add extra endorsement information to an item, first select the item at the top of the screen by clicking on it.

Then select the appropriate option from the **Endorsements** dropdown menu.

Endorsements No Cheaper Stock Obtainable

Name	Value (Click to edit)
CODE	Extemporaneously dispensed
BRAND	Invoice Price
DATE	Measured & Fitted
INITIALS	No Cheaper Stock Obtainable
PACKSIZE	No Dispenser Endorsement Code
SUPPLIER	Alliance Healthcare Ltd

Once you have selected your endorsement option, fill in the required fields in the **Value** section.

Endorsements Invoice Price

Name	Value (Click to edit)
CODE	IP
BATCH_NUMBER	
LICENCE_NUMBER	
PACKSIZE	100
PRICE	
SUPPLIER	Imported (United States)

Please also provide the price(in pence)

Then click on the > button to add the endorsement information to your selected item.

You will then see the **Endorsement Codes** recorded against the selected items at the top of the screen.

Claim Preview - [ESC to close]	
Dispensed Item	Endorsement Codes
Aprovel 150mg tablets (Sanofi) 28 tablet 2 x 14 tablets	
Doxazosin 1mg tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	BB
Gaviscon Infant oral powder sachets (Forum Health Products Ltd) 15 du	NCSO

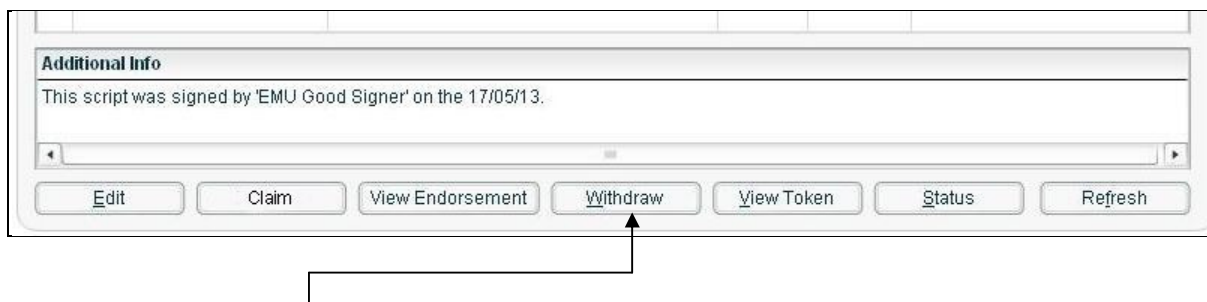
NOTE: If a dispensed item does not have a Drug Tariff price, this will be visible at the point of dispensing on the **Dispensing Screen**. It will say **n/a** in the **Tariff** column next to the item. In this case an **Invoice Price (IP)** must be added to the endorsement claim message from the **View Endorsements** screen.

Specials must also have the endorsement code **SP** added to the claim message.

It is important for the user to apply the correct endorsement codes to the claim message to ensure accurate payment.

12. Withdrawing

Another function of the '**To be Claimed**' queue, is to move dispensed EPS R2 prescriptions back to the '**To be Dispensed**' queue for the purpose of amending the prescription or returning it to the Spine.



This is done via the **Withdraw** button at the bottom of the screen.

A pop-up screen will then be displayed asking you to select a Withdraw Reason for the prescription. These options are:

- Dosage Amendments**
- Medication Update**
- Other Clinical**
- Other Non-Clinical**
- Patient Details Amendments**
- Quantity Update**



Simply select the appropriate option from the drop-down menu and then click the **Ok** button. The prescription will then go back to the '**To be Dispensed**' Queue. From there, it can be dispensed again or returned to the spine.

IMPORTANT: If the exemption status of a patient's record needs to be changed after the patient has collected their prescription items, the prescription must be 'Withdrawn' from the 'To be Claimed' Queue and re-dispensed. The correct Exemption status can then be set during the dispensing process. A prescription cannot be amended once it has been claimed.

13. Owings – Creating

Creating an owing for an EPS R2 prescription can either be done at the point of dispensing, by changing the Dispensed Quantity on the Dispensing Screen (See page 21). Or it can be done after dispensing via the '**To Be Claimed**' queue by using the '**Edit**' button.

Prescription Queue

Barcode

Show me

For

From To

☐ Select All 6 results were found.

Patient	Script Number	Type	Status	Item Count
☒ Rachelle McBrien	8629D7-C81007-5020B1	EPS2	Dispensed	3
☐ Rachelle McBrien	8743FD-C81007-52D39Y	EPS2	Dispensed	1
☐ Rachelle McBrien	8F68CB-C81007-53CD1G	EPS2	Dispensed	1
☐ Rachelle McBrien	5CEC7A-C81007-53CC51	EPS2	Dispensed	1
☐ Ayden Issaako	8DD263-C81007-53CC1M	EPS2	Dispensed	1
☐ Rachelle McBrien	831668-C81007-53CBF3	EPS2	Dispensed	1

Additional Info

This script was signed by 'EMU Good Signer' on the 17/05/13.

Select the prescription that you wish to create the owing for and click on the **Edit** button in the bottom left-hand corner of the screen.

The **Prescription Details** screen will then open.

The **Prescription Details** screen will show all of the items on the prescription you selected. To create an owing select Dispersed Item (item with the dispensing date next to it, under the Prescribed Item) and click on the **Edit** button.

Prescription Details

Exemptions: N: No Exemption Number: E0AE6E79-64BD-93B3-E040-950AE0730BD2 Type: FP10NC

Item not dispensed - owing Add Endorsement Add Prescription Item Add Dispensing Item Edit Remove

Warnings	Item	Qty	Price	Fee
	Aspirin 75mg gastro-resistant tablets	16 tablet		
	05/07/2013 - Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4	16 tablet	£1.76	£7.85

Create Repeat Dispensing Total Cost: £7.85 Dispense

Previous

You will then be taken to the Dispensing screen where the Dispersed Quantity can be adjusted to the amount which will be given to the patient (or zero if no stock available).

Ayden Issaako, 13 Broad Road, NE68 7UP - Not Exempt - Pre: MCQUADE - [ESC to close] Previous Next Item 1 of 1

Drug Search: Aspirin 75mg gastro-resistant tablets Search Prescriber: FP10NC PMR

Filter: Preferred Item Preferred List With account All Items Exemps

Pack	Drug	Tariff	Price
1 56	Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4 x 14 tablets	£1.76	£1.80
2 28	Aspirin 75mg gastro-resistant tablets (Teva UK Ltd) 28 tablet 2 x 14 tablets	£0.88	£0.17
3 28	Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 28 tablet 2 x 14 tablets	£0.88	£0.90
4 56	Aspirin 75mg gastro-resistant tablets (Teva UK Ltd) 56 tablet 4 x 14 tablets	£3.11	£0.49
5 28	Caprin 75mg gastro-resistant tablets (Wockhardt UK Ltd) 28 tablet	£0.88	£1.51
6 56	Nu-Seals 75 gastro-resistant tablets (Alliance Pharmaceuticals Ltd) 56 tablet 4 x 14 tablets	£3.12	£3.12

Alliance Healthcare Ltd ASPIRIN E/C TAB 75MG ALM 56

Prescribed Dispersed Create Owings

16 16 tablet

Order (packs) 1

Endorsement Aspirin 75mg gastro-resistant tablets 16/56 BB

Directions As Directed

Interact Action needed

Warnings FUROSEMIDE in Furosemide 20mg tablets may increase the CNS TOXICITY of ASPIRIN in Aspirin 75mg gastro-resistant tablets

BNF 75mg gastro-resistant tablets

Conditions Interaction 1 of 51 Print Previous Next

Labels: One Label Split labels 1 Custom One per pack Copies 1 Combine Spares

16 x Aspirin 75mg gastro-resistant tablets As Directed

Do NOT take indigestion remedies 2 hours before or after you take this medicine Not for children under 16 Swallow this medicine whole. Do not chew or break Take with or just after 05/07/13

Mr Ayden Issaako Keep away from children (HIS1 FAX99) KAYS CHEMIST, 24 ROSS ROAD, 02074718123

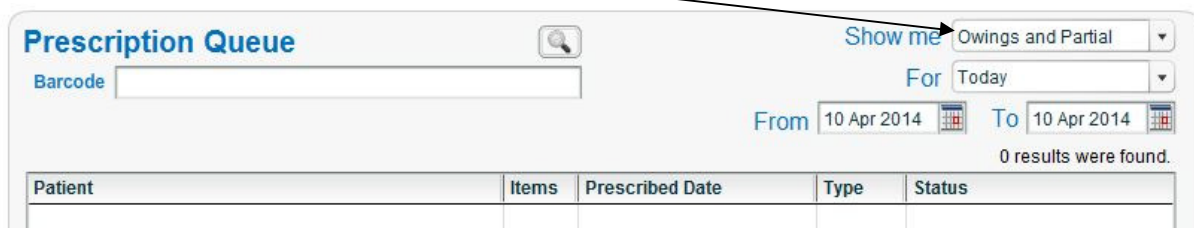
Finish Add Close Print these labels

Finish the dispensing as normal to print your labels and owings notes.

14. Owings – Fulfilling

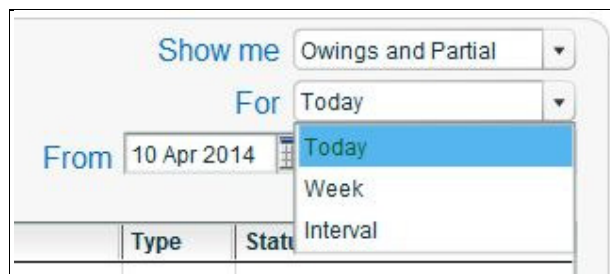
Fulfilling an owing for an EPS R2 prescription must be done from the **Owings and Partial** queue. A prescription dispensed with an Owing on it cannot be claimed until all items are fully dispensed.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **Owings and Partial**



The screenshot shows the 'Prescription Queue' interface. At the top, there is a 'Barcode' input field and a search icon. To the right, the 'Show me' dropdown menu is set to 'Owings and Partial'. Below this, the 'For' dropdown is set to 'Today'. The date range is set from '10 Apr 2014' to '10 Apr 2014'. A message states '0 results were found.' Below the filters is a table with columns: Patient, Items, Prescribed Date, Type, and Status.

You may also have to change the Date Range filters, as the default setting will be to show you any owings created 'Today'.



This close-up shows the 'For' dropdown menu open. The 'Show me' dropdown is still set to 'Owings and Partial'. The 'For' dropdown has three options: 'Today' (highlighted), 'Week', and 'Interval'.

You can select to see a **Week** or choose your own **Interval** date range.



This close-up shows the date range filters. The 'Show me' dropdown is 'Owings and Partial' and the 'For' dropdown is 'Interval'. The 'From' date is '1 Feb 2014' and the 'To' date is '11 Apr 2014'.

Once you have found the prescription with the owing, select it and click on the **Edit** button in the bottom left-hand corner of the screen.



This screenshot shows the 'Additional Info' section of a prescription record. It contains the text: 'This script was signed by 'EMU Good Signer' on the 17/05/13.' Below this is a row of action buttons: 'Edit', 'Claim', 'View Endorsement', 'Withdraw', 'View Token', 'Status', and 'Refresh'. An arrow points to the 'Edit' button.

The **Prescription Details** screen will then open.

Create Prescription

Patient Selected: Ayden Issaako
Prescriber Selected: E MCQUADE
Create Prescription

Exemptions: N: No Exemption | Number: F6C0D900-B331-0F8A-E040-007F010014A0 | Type: FP10SS

Item dispensed - partial | Add Endorsement | Add Prescription Item | **Add Dispensing Item** | Edit | Remove

Warnings	Item	Qty	Price	Fee
+	Aspirin 75mg gastro-resistant tablets	16 tablet		
	11/04/2014 - Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 tablet 4	5 tablet	£1.68	£8.05

Create Repeat Dispensing | Total Cost: £8.05 | Dispense

You will see the Prescribed Item (in **bold** text) showing the prescribed Quantity and the Dispensed Item underneath (in small text) showing the quantity that was originally dispensed when the owing was created.

Select the **Prescribed Item** by clicking on it.

Then click on the **Add Dispensing Item** button.

You will then be taken to the **Dispensing Screen**.

On the Dispensing screen, the quantity that is owed to the patient will already be populated in the **Dispensed Quantity** box.

Ayden Issaako, NE68 7UP - Not Exempt - Pre: E MCQUADE - [ESC to close] Previous Next Item 1 of 1

Drug Search Aspirin 75mg gastro-resistant tablets Search Prescriber FP10SS PMR

Items

Pack	Drug	P	BB	Tariff	Margin
1 56	Aspirin 75mg gastro-resistant tablets (Almus Pharmaceuticals Ltd) 56 ta	0	11	£1.68	£0.09.99

Filter: Preferred Item ☐ Preferred List ☐ With account ☐ All Items ☐ Extmps Update Stock

Alliance Healthcare Ltd ASPIRIN GR TAB 75MG ALM 56

Prescribed 16 **Dispensed** 11 ☐ **Create Owing** tablet

Order (packs) 0 ?

Endorsement Aspirin 75mg gastro-resistant tablets 16/56

Directions Take ONE a day press ? for shortcuts

Interact Contraindication
Warnings ASPIRIN-AR - antirheumatics
SPC / PIL
BNF
Ingreds
Conditions

Interaction 1 of 49 Print Previous Next

Repeat Dispense

Labels
 One Label ☒ Split labels 1 Custom
 One per pack ☐ Copies 1 Combine Spares

11 x Aspirin 75mq gastro-resistant tablets
 Take ONE a day
 Do NOT take indigestion remedies 2 hours before or after you take this medicine Not for children under 16 Swallow this medicine whole. Do not chew or break Take with or just after
Mr Ayden Issaako 11/04/14
 Paul's Pharmacy, Paul's House, 02074718123

Split 11

New Item Finish Add Close
 Print these labels ☒

Simply click on the **Finish** button to dispense and fulfil the owing. (Alternatively, if you still don't have the full quantity to dispense, change the Dispensed Quantity again.)

Once fully dispensed, the prescription will be added to the 'To Be Collected' queue.

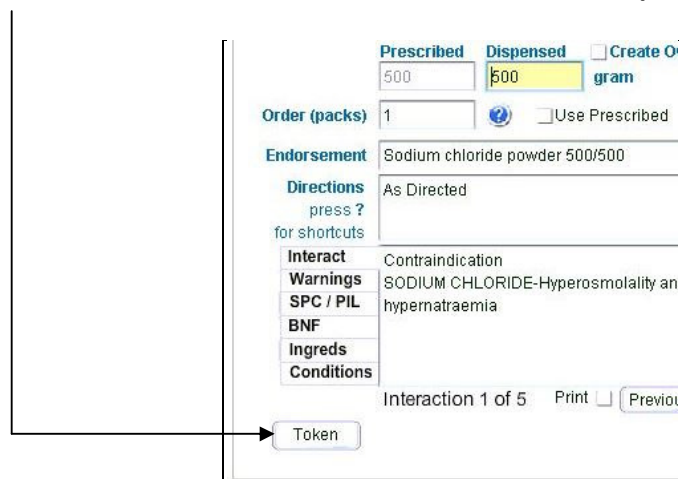
15. Printing Tokens

Prescription Tokens can be printed from pretty much any screen involved in the dispensing process of an EPS R2 prescription.

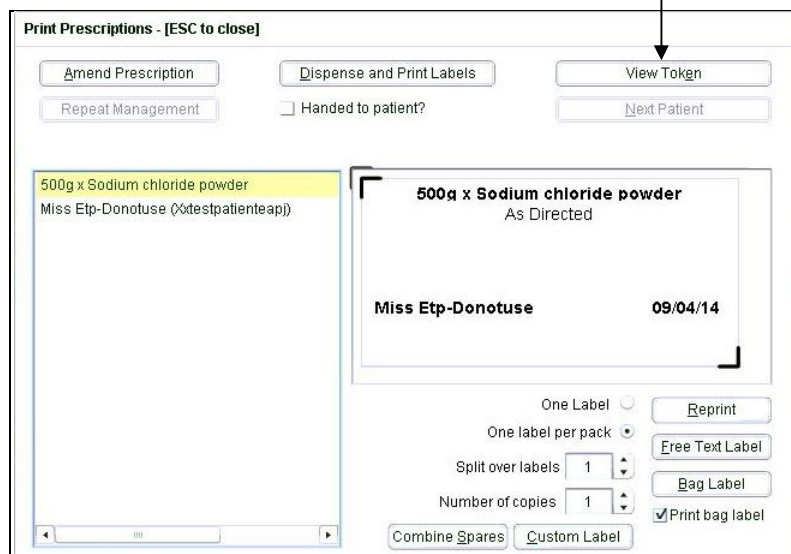
All of the EPS R2 **Queue** screens feature a **View Token** button.



There is a **Token** button in the bottom left-hand corner of the **Dispensing Screen**.



On the **Print Prescription** screen there is also a **View Token** button.



After clicking the **View Token** or **Token** button you will see a preview of the prescription Token.

You then have the option to print the Token by clicking on the **Print** button.

Endorsement Preview - [ESC to close]

Age 28	Title, Forename, Surname & Address Ayden Issaako 13 Broad Road North Sunderland Seahouses NE68 7UP	=====Medication Information===== Review Date : 17/06/2013 Repeat medication information Loperamide 2mg capsules(1/3) [] ----- Repeat medication information Losartan 100mg tablets(1/3) [] ----- Repeat medication information Losartan 25mg tablets(1/3) [] ----- Repeat medication information Metoclopramide 10mg tablets(1/3) [] -----
D.o.B 11/9/1985	NHS Number 94488439	

Prescribed Medication	DISPENSING TOKEN
30 X LOPERAMIDE 2MG CAPSULES AS DIRECTED	
28 X LOSARTAN 100MG TABLETS AS DIRECTED	
7 X LOSARTAN 25MG TABLETS AS DIRECTED	
28 X METOCLOPRAMIDE 10MG TABLETS AS DIRECTED	

L

**DISPENSING TOKEN - Not to be used as a
prescription, even if signed by an
authorised prescriber.**

Date
03/07/201

MCQUADE 13 VERNON STREET DERBY DERBYSHIRE tel:01332332812	DE1 1FW
---	---------

NHS

Print

Close

FP10DT0407 ▾

Verify Script

16. Returning EPS R2 Prescriptions to the Spine

If you need to return an EPS R2 prescription to the Spine, you can only do this from the **To be Dispensed** queue.

NOTE: If you have already dispensed the prescription but then need to return it to the spine, locate the prescription in the **To Be Claimed** queue and click on the **Withdraw** button (see page 33). This will move it back to the **To Be Dispensed** queue.

Select the prescription you wish to return, and click on the **Return** button at the bottom of the screen.

Patient	Items	Prescribed Date	Type	Status
Etp-Donotuse Xtestpatienteapj	1	04/02/14 - 12:02	EPS2	To be Dispensed

Additional Info
This script was signed by '760830002043_Emma_Bell' on the 04/02/14.
MEDICATION NOTE : Sodium chloride powder - Please 'dispense' and claim this item. You will not be reimbursed for the Sodium chloride powder.

Edit Return Rescan View Token Nominations Details Refresh

The **Return Script** pop-up window will then open and you need to select a reason.

Return Script - [ESC to close]

Please Select Reason

Another dispenser requested re ▼

Release

- Another dispenser requested release on behalf of the patient
- Patient non-attendance
- Patient requested release
- Prescription otherwise invalid or unreadable. This may be for clinical or syntax reason
- Rejected due to version problem

Then click on the **Release** button to send it back to the Spine.

17. Claimed Queue

The **Claimed** queue shows a list of the EPS R2 prescriptions for which the Electronic Claim Notification has been sent to the NHS Spine for reimbursement.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **Claimed**

Prescription Queue

Barcode

Show me **Claimed** For Today

From 3 Jul 2013 To 4 Jul 2013

5 results were found.

Patient	Script Number	Claimed Date	Item Count
Phil Goodrich	7F6EC8-C82008-00D6F0	04/07/2013	1
Phil Goodrich	28715D-C82008-00D711	04/07/2013	1
Hoyt Kitchin	781848-A84002-02D51C	04/07/2013	1
Vern Haven	948C11-B81001-01D613	04/07/2013	1
Rachelle McBrien	8629D7-C81007-5020B1	03/07/2013	3

Additional Info

This script was signed by 'EMU Good Signer' on the 27/06/13.
This script is 1 of 12 of a repeat batch.

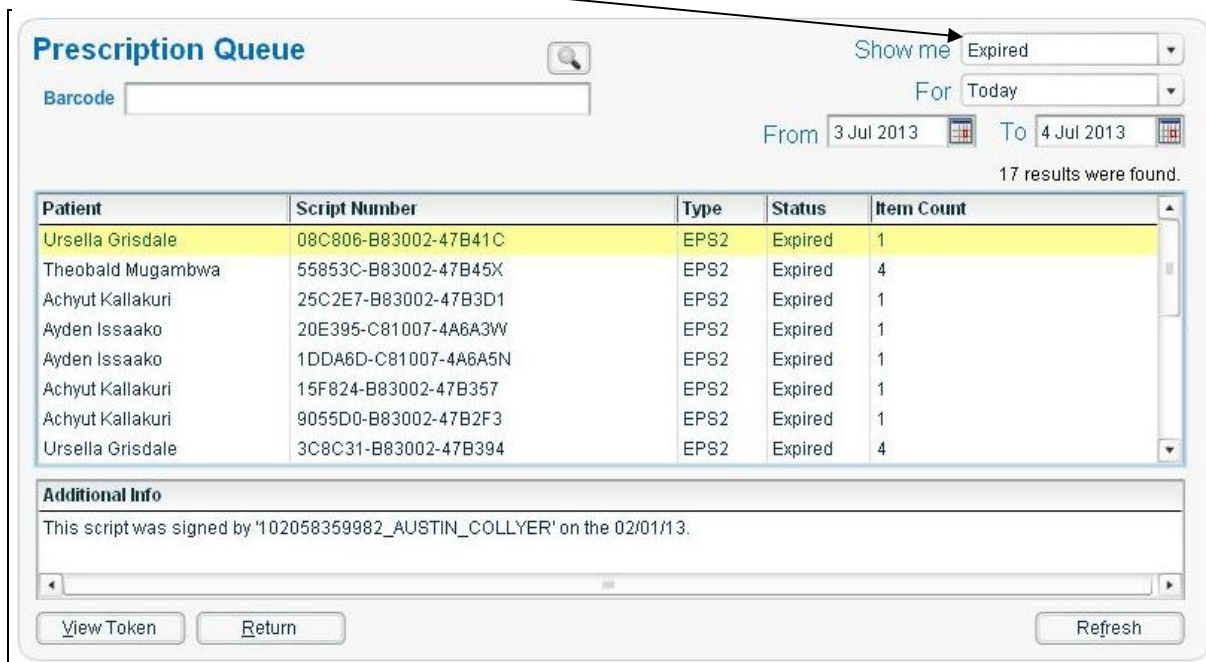
This queue can be filtered to show claims sent **Today** or between a set date-range.
The maximum date-range that can be selected is the last 6 months.

You can also view and print the Prescription Tokens from the Claimed queue by clicking the **View Token** button in the bottom left-hand corner of the screen if you wish.

18. Expired Queue

EPS2 prescriptions will have a 6 month expiry date from the date of last dispense. Once a prescription goes past its expiry date it will transfer to the **Expired** queue.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **Expired**



The screenshot shows the 'Prescription Queue' interface. At the top, there is a search bar labeled 'Barcode' and a 'Show me' dropdown menu set to 'Expired'. Below this, there are filters for 'For' (Today) and 'From' (3 Jul 2013) to 'To' (4 Jul 2013). A message indicates '17 results were found.' The main table lists prescriptions with columns for Patient, Script Number, Type, Status, and Item Count. The first row is highlighted in yellow. Below the table is an 'Additional Info' section with a text area showing script signing information. At the bottom, there are buttons for 'View Token', 'Return', and 'Refresh'.

Patient	Script Number	Type	Status	Item Count
Ursella Grisdale	08C806-B83002-47B41C	EPS2	Expired	1
Theobald Mugambwa	55853C-B83002-47B45X	EPS2	Expired	4
Achyut Kallakuri	25C2E7-B83002-47B3D1	EPS2	Expired	1
Ayden Issaako	20E395-C81007-4A6A3W	EPS2	Expired	1
Ayden Issaako	1DDA6D-C81007-4A6A5N	EPS2	Expired	1
Achyut Kallakuri	15F824-B83002-47B357	EPS2	Expired	1
Achyut Kallakuri	9055D0-B83002-47B2F3	EPS2	Expired	1
Ursella Grisdale	3C8C31-B83002-47B394	EPS2	Expired	4

Additional Info
This script was signed by '102058359982_AUSTIN_COLLIER' on the 02/01/13.

[View Token](#) [Return](#) [Refresh](#)

From the **Expired** queue, the prescription can be returned to the Spine by clicking on the **Return** button at the bottom of the screen.

The Prescription Token can also be viewed and printed by clicking on the **View Token** button.

19. Not Dispensed Queue

EPS2 Prescriptions which are illegal will automatically transfer to the **Not Dispensed** queue when they are downloaded.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **Not Dispensed**

The screenshot shows the 'Prescription Queue' interface. At the top, there is a search bar labeled 'Barcode' and a 'Show me' dropdown menu set to 'Not Dispensed'. Below this, there are filters for 'For' (Today) and a date range 'From 3 Jul 2013 To 4 Jul 2013'. A message states '3 results were found.' Below the filters is a table with the following data:

Patient	Script Number	Type	Status	Item Count
Aleesha Ozunlu	17C10F-B83002-51443L	EPS2	Not Dispen: 1	
Wilford Lamborn	110517-B83002-514B7I	EPS2	Not Dispen: 1	
Rachelle McBrien	661517-C81007-53AFD+	EPS2	Not Dispen: 1	

Below the table is an 'Additional Info' section. It contains the text: 'This script was signed by 'EMU Good Signer' on the 27/06/13.' and 'Not dispensed reason : Illegal NHS prescription'. At the bottom left is a 'View Token' button, and at the bottom right is a 'Refresh' button. Two arrows point to the 'Show me' dropdown and the 'Additional Info' section.

The reason a prescription has transferred to the **Not Dispensed** queue will be visible in the **Additional Info** box at the bottom of the screen.

As well as illegal prescriptions, **Not Dispensed** prescriptions could also include prescribed items which fall outside of the EPS R2 scope, such as controlled drugs.

If the pharmacy downloads an illegal prescription, they should inform the **National Helpdesk** quoting the **Script Number**.

From the **Not Dispensed** queue, the Prescription Token can be viewed and printed by clicking on the **View Token** button in the bottom left-hand corner of the screen.

20. Failed Queue

If there is a problem with an EPS R2 prescription it will be transferred to the **Failed** queue.

Go to the Queue screen and change the option in the drop-down menu so that it is set to **Failed**

The screenshot shows the 'Prescription Queue' interface. At the top, there is a search bar labeled 'Barcode' and a 'Show me' dropdown menu set to 'Failed'. Below this, there are filters for 'For' (Today) and a date range 'From 3 Jul 2013' to 'To 4 Jul 2013'. A message states '4 results were found.' Below the filters is a table with the following data:

Patient	Script Number	Type	Status	Item Count
Ayden Issaako	5F1BCB-C81007-53E414	EPS2	To be Dispe	4
Ayden Issaako	5C3705-C81007-53E45Q	EPS2	To be Dispe	2
Maryvonne Turford	6B3864-B83002-517A7W	EPS2	To be Dispe	2
Gervaise Tandy	2A4E65-B83002-517A33	EPS2	To be Dispe	3

Below the table is an 'Additional Info' box containing the text: 'This script was signed by 'EMU Good Signer' on the 04/01/13. FAILURE REASON : Expired certificate. Please inform the National Helpdesk quoting the Script Number'. At the bottom of the screen are three buttons: 'View Token', 'Return', and 'Refresh'. Two arrows point to the 'Show me' dropdown and the 'Additional Info' box.

The reason the prescription failed will be visible in the **Additional Info** box at the bottom of the screen.

From the **Failed** queue, the prescription can be returned to the Spine by clicking on the **Return** button at the bottom of the screen.

The Prescription Token can also be viewed and printed by clicking on the **View Token** button.